

Introduction – Dan Thompson

Extension of Cycle Timeline

Beginning in Cycle 8,
certification cycles will be
24 months.



Cycle 8

June 1, 2020 – May 31, 2022

Cycle 8 Certification Review

PROCESS AND REVIEWER TOOL

Process

Scheduling
Letter

Pre-Review
Documents

Pre-Review
Analysis

Practice
Review

Chart
Selection

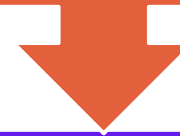
Certification
Review

Results
Letter

Certification
Discussion

Scheduling Letter

Assigned reviewer will reach out to agency Coordinator directly to schedule certification review.



Agency will receive Scheduling Letter at least six weeks prior to Certification Review



Scheduling Letter Key Points:

Video and audio is required for virtual certification review

Date pre-review documents must be submitted

List of pre-review documents requested

Pre-Review Documents:

Personnel Roster and Protocols

Current MIHP Personnel Roster [MDHHS – 5629]

Protocols

- For agencies that have approved protocols:
 - Submit any protocols to which revisions have been made since approval
- For agencies with protocols that have not been approved:
 - Submit all protocols in accordance with required revisions.
 - All protocols must be approved prior to certification review to receive allocated points.

Pre-Review Documents: Personnel Files

► Personnel Files

- License number, registrations (Registered Dietitian) and certifications (International Board Certified Lactation Consultant®) for all home visitors who conducted professional visits since program start-up or the last review.
- Résumé reflecting required experience for all home visitors hired since program start-up or the last review.

Note:

Since program start-up OR the last review – choose which ever is most recent.

‘Program start-up’ option is only for new MIHP Providers who have yet to complete a certification review.

Pre-Review Documents: Staff Training

- ▶ Course completion certificates for all staff who has been listed on the personnel roster since January 1, 2020:
 - ▶ “Introduction to Health Equity”
 - ▶ “Systemic Racism”
- ▶ Course completion certificate for staff hired since program start-up or previous review:
 - ▶ “Overview of Maternal Infant Health Program” training course

Pre-Review Documents: Staff Training Continued



Signed Notice of New Professional Staff Training Completion form [MDHHS-5766] for staff hired since program start-up or since previous review.



Notice of Staff Waiver Completion form [MDHHS-5766] and Professional Staff Waiver Training Matrix form [MDHHS – 5715] for all waiver staff approved since program start-up or previous review.

Pre-Review Documents: Attendance Certificates

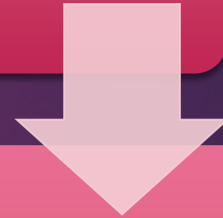
- ▶ Attendance certificates for coordinator or designee for all required trainings since the previous review.
 - ▶ Beginning May 2020, required MIHP Coordinator Training attendance will be managed by MDHHS MIHP staff.

Note:

Attendance certificates are required for all MIHP Coordinator Trainings and Michigan Home Visiting Conferences since previous review.

Pre-Review Documents: Back-Up Staff

Written verification of backup staffing agreement with entity identified in approved protocol



Notice of Back-Up Staff Training Completion form [MDHHS-5848] must be submitted if back-up staff have been used since June 1, 2020.

Pre-Review Documents: Great Start Collaborative and Contracts

- ▶ Evidence of involvement with Great Start Collaborative in each county in service area for the previous two quarters.
- ▶ Contracts and letters of agreement with other agencies for billable MIHP services, if applicable.

Note:

Only contracts for billable MIHP services is requested. Contracts with third-party billing companies, Medicaid Health Plans etc. is not requested.



Completed internally by MDHHS
MIHP Staff



If any items are missing from the initial submission:

A detailed 'Additional Documentation Request' email will be sent to MIHP Coordinator identify the missing items.



MIHP Coordinator has until 5:00pm the second day of the Certification Review to submit the missing items to MIHP@michigan.gov

Pre-Review Analysis

Practice Review



Check audio/video capacity



MIHP Coordinator, Reviewer and QA Consultant in attendance



Review expectations for virtual review

Items to have present for review
Schedule for the day



Answer any questions about the review or 'Additional Documentation Request' email.

Certification Review Expectations

No billing
review

No staff
interview

No exit
interview

Chart Selection

MIHP Data Analyst and Quality Improvement Specialist review administrative data

Number of Charts selected based on number of open charts

Not all charts requested will be reviewed.

- Extra charts are needed in case a chart slated for review does not meet criteria (e.g., open chart was discharged)

Chart Selection – Number of Charts

- ▶ Agencies with less than 100 open cases
 - ▶ 16 charts will be requested
 - ▶ 10 charts reviewed
- ▶ Agencies with between 100 and 300 cases
 - ▶ A percentage of charts will be requested based on the size of the agency
 - ▶ 10% will be chosen for review.
- ▶ Agencies with more than 300 open cases
 - ▶ 42 charts will be requested
 - ▶ 30 charts chosen for review.

Chart Selection - Timeline

Agencies with paper charts have five days after receipt of beneficiary chart names to submit to MDHHS

Agencies with Electronic Medical Records receive beneficiary names on the morning of the review

Certification Review Agenda

CERTIFICATION REVIEW - DAY ONE

- ▶ Introductions, Review Schedule and Beneficiary Chart Selection Process
- ▶ Agency Observation
 - ▶ ID Badge Elements
 - ▶ PHI: Triple Lock
 - ▶ Resources per County
- ▶ Agency Documents
 - ▶ Billing and Chart Audit Documentation
 - ▶ Outreach Documentation
 - ▶ Welcome Packet
- ▶ Beneficiary Chart Review
- ▶ Lunch Break (12:00-1:00 P.M)
- ▶ Beneficiary Chart Review, continued
- ▶ Adjourn

CERTIFICATION REVIEW - DAY TWO

- ▶ Beneficiary Chart Review, continued
- ▶ Lunch Break (12:00-1:00 P.M)
- ▶ Beneficiary Chart Review, continued
- ▶ Adjourn

CERTIFICATION REVIEW - DAY THREE, if necessary

- ▶ Beneficiary Chart Review, continued
- ▶ Lunch Break (12:00-1:00 P.M)
- ▶ Beneficiary Chart Review, continued
- ▶ Adjourn

No results are shared until after the official notification from MDHHS

Completed Certification Tool to the MIHP Certification Team within five business days after conclusion of the review



MIHP Certification Team reviews Certification Tool



MIHP Section Manager reviews and gives final approval

MDHHS MIHP Post Review Process

The Michigan Department of Health and Human Services (MDHHS) certification review conducted on [Click or tap here to enter text.](#) by [click here to select a reviewer](#) resulted in:

- ☐ A. Extended Full certification (36 months)
 - ☐ 1. No *Corrective Action Plan* required
 - ☐ 2. Pending MDHHS approval of the agency *Corrective Action Plan*
- ☐ B. Full certification (18 months)
 - ☐ 1. No *Corrective Action Plan* required
 - ☐ 2. Pending MDHHS approval of the agency *Corrective Action Plan*
- ☐ C. Conditional certification (9 months) pending MDHHS approval of the agency *Corrective Action Plan*

Indicators Requiring *MIHP Corrective Action Plan*

Indicators requiring a *Corrective Action Plan (CAP)*, must be completed using the enclosed *Cycle 8 Corrective Action Plan templates*.

[Click or tap here to enter text.](#)

The entire *Corrective Action Plan*, addressing **all Not Met** indicators requiring a CAP, **must be emailed to mihp@michigan.gov** by [Click or tap to enter a date.](#) at 5 pm. In the subject line, write "Corrective Action Plan" and MIHP name.

Within 14 calendar days of submission of the completed CAP, MDHHS will send notification of CAP approval or a request for modifications. If modifications are needed, the revised CAP must be submitted within five business days to mihp@michigan.gov. If the third CAP is not approved, State of Michigan MILogin access may be blocked.

Certification Results Letter

Certification Discussion Opportunity



In the body of the email containing the Certification Results Letter



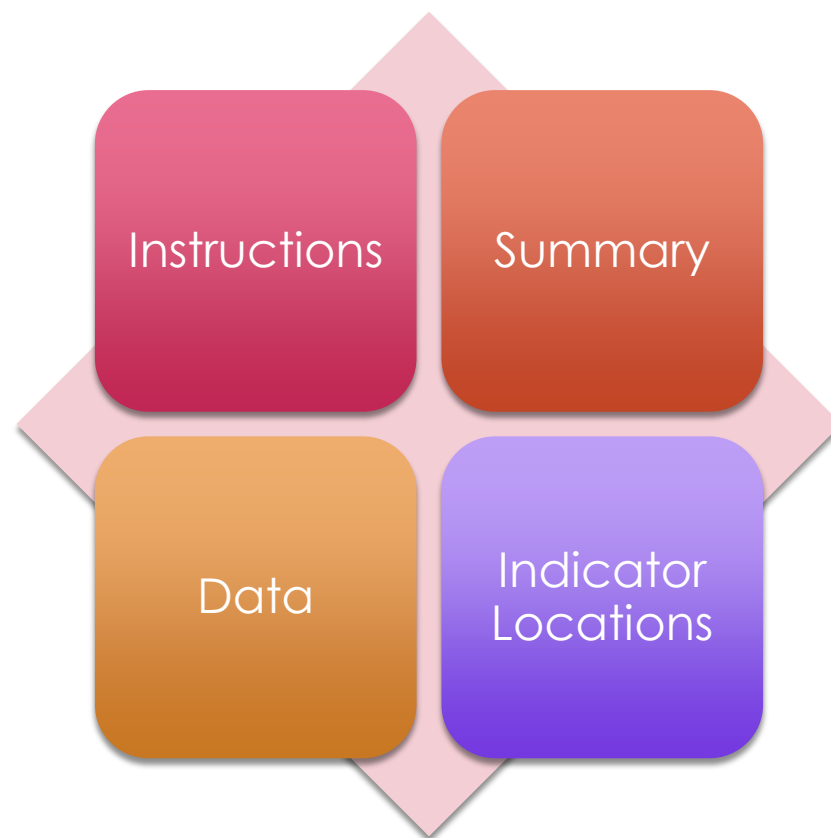
Email **lowc@michigan.gov** to schedule a time to discuss the Reviewer Tool in more detail.

Intention is to ensure Coordinator is able to use the information in the Reviewer Tool for quality assurance/improvement.

Provider Feedback Survey

- ▶ SurveyMonkey to Coordinators Post-Review
 - ▶ Sent quarterly
 - ▶ Compare Cycle 7 to Cycle 8
 - ▶ Opportunity to provide feedback on the review format, process and anything else that may improve the certification experience

Review Tool



Cycle 8 Review Data

- ▶ Six new providers with provisional certification
 - ▶ Caring Network
 - ▶ Goddess Great
 - ▶ Ivy Health Network
 - ▶ A Baby's Life
 - ▶ Mama and Me
 - ▶ Uplift
- ▶ 22 Cycle 8 Certification Reviews
 - ▶ 1 Extended Full
 - ▶ 10 Full
 - ▶ 11 Conditional
- ▶ Average score 87.4%

Cycle 8 Indicators

- ▶ Of 22 Cycle 8 reviews that have been conducted from August 1 through November 30, 2020, all providers have received full credit for 13 indicators
- ▶ Two indicators need heightened attention:
 - ▶ Training timelines (new hire training and added training requirements)
 - ▶ Release of PHI – in particular, send the caregiver's information to the infant's provider only when caregiver has consented to share their information

Cycle 8 Review Data Top 8 Not Met Indicators

- ▶ New Hire/timeliness of newly required trainings (32%)
- ▶ Consent to release PHI (59%)
- ▶ Addressing all POC2 domains (64%)
- ▶ Contracts (67%)
- ▶ Visits from both required disciplines (or documentation on contact log why not) (68%)
- ▶ Timeliness of discharge summaries (70%)
- ▶ Referrals (73%)
- ▶ Stress/depression referral (76%)

Cycle 8 Quick Reminder

- ▶ Adding a Plan of Care after identifying a need in a professional visit
- ▶ If a need is identified during a professional visit, document interventions completed in the 'Other visit information'.
- ▶ After the professional visit, add the appropriate Plan of Care, Part Two to the beneficiary's chart, conduct a case conference with both disciplines and update the Plan of Care, Part Three.
- ▶ At the next visit, any interventions regarding that Plan or Care, Part Two in the 'Domain' section on the PVPN